**Job Description**

Name : Sen Sunneng   
Company ID : CA0687  
Position Title : Junior IT Support  
Department : IT  
Reporting To : Khuon Sokheang

**Job Summary**

Responsible for providing technical support, managing user accounts, overseeing the email system, assisting with system upgrades, and troubleshooting IT issues, including hardware, software, network, and peripherals. Also provides remote IT assistance to ensure smooth operations.

**Key Responsibilities**

1. Provide technical support for hardware, software, and network issues.
2. Assist with system installations, configurations, updates, and regular maintenance.
3. Set up and manage user accounts, including access permissions, and troubleshooting login issues.
4. Support system migrations, upgrades.
5. Manage the company’s email system, including account creation, password resets.
6. Provide remote assistance for setting up new devices, installing software, and configuring systems for off-site employees.
7. Troubleshoot and resolve issues related to printers, scanners, and other IT peripherals to ensure smooth operation.

**General Responsibilities**

1. Adhere to the company’s policies, procedures, regulations, employee handbook,   
   and work-related manual.
2. Follow work assignments as directed by the department manager or head.
3. Maintain punctuality and professional conduct at all times.
4. Collaborate effectively with colleagues and other departments.
5. Ensure all tasks are completed efficiently and within the given timeframe.
6. Maintain confidentiality and protect company assets and benefits.
7. Demonstrate a proactive approach to problem-solving and decision-making.
8. Participate in required training and development programs.
9. Ensure compliance with safety and security protocols.
10. Perform additional tasks as assigned by management.

**Approval & Acknowledgment**

Approved by Director : ……………………………….

Approved by HR Department : ……………………………….

Employee Signature : ……………………………….  
Date : ……………………………….